BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Extended Diploma in Business and Hospitality
Unit number and title	**Unit 23: Front Office Operations**
Learning aims	**B:** Be able to use systems and procedures involved in reservations and check in **C:** Be able to use systems and procedures involved in guest check out and accounting
Assignment title	**Reservations, check in/out and payments in front office operations**
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You are supervisor in front office operations in a hospitality business and have been asked by your manager to demonstrate procedures in front office operations. These procedures will cover guest reservations, check in, check out and accounting. To complete the tasks, you will need to be observed by your assessor working in a front office operation and review the effectiveness of the procedures.
Task 1	You need to set up the front office in line with requirements and according to your business service requirements and operating procedures. You will be required to demonstrate a range of skills including: • Reservations • Check In • Check Out • Customer accounts You will be required to demonstrate a range of skills including: • Effective planning • Organisation of front office for these procedures • Communication across different departments • Customer service • Correct following of front office operations procedures. You will be observed by your tutor in front office operations, who will produce a detailed observation record.

Task 2	You will need to write a reflective account assessing the effectiveness of the front office operations making detailed and justified recommendations for improvement. Your account should be detailed include how you plan to implement recommended improvements.

Checklist of evidence required	Observation records Improvement plan
Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
B.D2	Evaluate the guest reservation and check in procedures making suggestions for improvements
C.D3	Evaluate the guest check out and accounting making suggestions for improvements
B.M2	Independently demonstrate confident and effective guest reservations and check in.
C.M3	Independently demonstrate confident and effective guest check out and accounting skills
B.P3	Demonstrate the skills required for guest reservations
B.P4	Demonstrate the skills required for guest check in
C.P5	Demonstrate the skills required for guest check out
C.P6	Demonstrate the skills required for guest accounting
Sources of information to support you with this Assignment	
Other assessment materials attached to this Assignment Brief	None

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